



## Why is DVA analysing my claims and what do I need to do to comply?



**The Department of Veterans' Affairs (DVA) has an obligation to ensure that Commonwealth funds are used in accordance with strict guidelines and also needs to ensure that:**

- You meet the treatment needs of our clients
- Your claims for payment align with these needs and the DVA Provider Notes.



### Why am I being contacted by the integrity section of DVA?

Under the Notes for Allied Health Providers, DVA reserves the right to analyse all claims for services submitted using your provider number. You have an obligation to meet the standards set out by your relevant registration body (e.g. AHPRA)

### How do the Notes for Providers impact me?

In accepting DVA clients, you have agreed to adhere to the DVA Schedule of Fees and DVA Provider Notes applicable to your profession. You are reminded the Notes are legally binding. You are required to undertake comprehensive assessments to determine the clinical necessity of the treatments you claim, and to maintain detailed clinical records.

### What will DVA do with the information I provide?

The Integrity team will review all information provided and undertake an analysis of billing data. A Departmental Clinical Adviser may also review the provided information to confirm quality client outcomes have been achieved in conjunction with a relevant treatment plan being in place.

### How long will the analysis process take?

You can assist DVA to complete our assessment by providing the requested information within 14 days.

You will be advised of the outcome of the audit as soon as it is completed.



### What happens at the conclusion of the assessment?

Once the assessment is completed, DVA will take the appropriate action, which may include no further action to be taken or the provision of education, and/or debt recovery, as necessary. In some cases of serious non-compliance DVA may deregister a DVA provider and refer them for action by the registration body, such as to AHPRA or other agencies.

### I would like to contact the Integrity Team for more information.

The best way to contact the Integrity team is by email to [integrity@dva.gov.au](mailto:integrity@dva.gov.au)

The Integrity team will acknowledge your email within 2 business days, however a response may take longer depending on the complexity of your enquiry.

### What can happen if I do not comply?

If you do not comply with any reasonable request for information made by DVA, you may be found non-compliant and may not retain the right to treat DVA clients.



### I would like to re-familiarise myself with the Notes for Providers

The most recent version of the Notes as well as information relating to specific disciplines, fee schedules and the Treatment Cycle can be found by visiting the For Providers section of the DVA website found at [www.dva.gov.au](http://www.dva.gov.au).

The Notes can also be accessed directly at: <https://www.dva.gov.au/providers/notes-fee-schedules-and-guidelines/notes-providers>.



### Am I protected in providing this information to DVA?

Any information you provide to DVA is protected by the *Privacy Act 1988* (the Act).

Australian Privacy Principle (APP) 6, including 6.2(b), 6.2(c) and section 16A of the Act allow for the provision of the information sought by DVA.

Information about the Act and the APPs can be found in the Act and within guidance materials published by the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/privacy>.